

M3 Security Patch Guide

Abstract

This document provides technical information to help M3 MOBILE clients to communicate with M3.

ITC Webpage Introduction

M3 MOBILE is running online technical support webpage called ITC (Information & Technology Center). Clients can access the webpage at <http://itc.m3mobile.net>.

An approved ITC account is required to log in. After logging into the webpage, you can download useful information such as latest OS, FAQ documents, product manuals and also apply for an RMA / DOA or write your enquiry directly to M3 MOBILE engineers.

M3 recommends using ITC rather than e-mails. Every issue registered online is shared with all M3 members. So, in case your technical manager does not have access to e-mail due to business trip or any other reason, other members can support to solve your issue.

1. Registration

You will see below screen when you visit our ITC webpage.



If you are already a member, then enter your approved ID and Password to log in. If not registered yet, please click on 'Registration' to create an account.

itc.m3mobile.net/registration/register2.asp

User ID: ID Check ☒

Password:

Confirm Password:

Name:

Company:

Business Type:

E-mail Address: @

☒ Do you want to receive newsletters from M3 Mobile?

Country:

Address:

Phone Number: - -

Mobile Phone Number: - -

Supplier:

* Your registration will not be approved without the approval from the supplier

Your Photo: No file chosen size 80x100 pixel

Fill in the forms and click 'OK' to submit your application. We will review your application and will approve your account.

If you need an urgent support or need quick approval for your account, feel free to send an e-mail to it@m3mobile.co.kr.

2. ITC Main Menu

After log in, you will see the screen as shown below.

M3 MOBILE

Welcome **june1227**

1 **3** **4** **2**

Notice **Support Tickets** **Customer Services** **Documents** **Download**

검토대기	검토중	답변등록	추가질문	답답지정	완료	검토대기	검토중	답변등록	추가질문	답답지정
Tech. issue	0	0	0	0	0	Tech. issue	0	0	50	2
RMA	0	0	0	0	0	RMA	0	0	282	0
DOA	0	0	0	0	0	DOA	0	0	20	1

My Region **All Region**

번호	국가	제목	상태	날짜	번호	국가	제목	상태	날짜
등록된 정보가 없습니다.					14954	Italy	M3 BLACK WM Scanner	답변등록	2019-
					14953	Korea	M3 OX10 1G_CE_조달청할 OS 요	답변등록	2019-
					14952	Korea	SM15N 고객센터 열 가이드 요청.	답변등록	2019-
					14951	Malaysia	SM10 Side Scan button, Power Bu...	완료	2019-
					14950	Vietnam	replace LCD for M3 Mobile	답변등록	2019-
					14949	Korea	testpage111	완료	2019-

1. You can always click on the M3 MOBILE logo to return to the main menu.
2. Your ID is indicated.
You can log out by clicking on the 'LOGOUT' button.
You can modify your details by clicking on the 'MODIFY' button.
3. General Notice
4. You enquiry history
5. Notice, More notice can be found in Notice menu.
6. Support Ticket
You can apply for RMA / DOA or write an enquiry.
7. Documents
FAQ, Product manual, and other useful documents can be downloaded.
8. Download
Latest OS, SDK and Application (Flash Disk) can be downloaded

3. Download page for Security Patch(Latest OS, SDK and Application)

If the Device needs Security Patch update, you can download all of Patch files from here.

* OS Update Image is a Security Patch in Android OS.

Download List

Download List > OS

Brand: Model: Language:

No	Brand	Model	Platform	OS Version	Language	Title	Date
344	SM15	SM15X	Android 7.1.1	SM15X_V1.2.1	All	M3 SM15 X OS Update Image(7.1)	2019-04-05
343	SM15	SM15N	Android 7.1.1	SM15N_V1.2.1	All	M3 SM15 N OS Update Image(7.1)	2019-04-05
342	SM15	SM15N	Android 7.1.1	SM15N_V1.2.0	All	M3 SM15 N OS Update Image(7.1)	2019-03-06
341	SM15	SM15X	Android 7.1.1	SM15X_V1.2.0	All	M3 SM15 X OS Update Image(7.1)	2019-03-06
340	SM15	SM15N	Android 7.1.1	SM15N_V1.1.1	All	M3 SM15 N OS Update Image(7.1)	2018-11-02
339	SM15	SM15X	Android 7.1.1	SM15X_V1.1.1	All	M3 SM15 X OS Update Image(7.1)	2018-11-02
338	SM15	SM15W	Android 7.1.1	SM15W_V1.1.0	All	M3 SM15 W OS Update Image(7.1)	2018-07-20
337	SM15	SM15N	Android 7.1.1	SM15N_V1.1.0	All	M3 SM15 N OS Update Image(7.1)	2018-07-20
336	SM15	SM15X	Android 7.1.1	SM15X_V1.1.0	All	M3 SM15 X OS Update Image(7.1)	2018-07-16
335	SM10_LTE	SM10_LTE	Android 6.0	SM10LTE-MA-V2.1.0	All	M3 SM10 LTE OS Update Image(6.0)	2018-04-16

1. You can choose Downloads for choosing what you want to download.
2. Select OS for Patch Downloads.
3. First, please Select Product Brand name -> Second, Choose Specific Device name.
(Android OS doesn't need to select Language part)

* Download OS list is sorted by Date : you can download OS here from your click.

4. OS Classification and support

Currently M3 provides Windows CE 5.0, Windows Embedded CE 6.0, Windows Mobile 6.1, Windows Mobile 6.5, Windows Embedded Handheld 6.5 and Android. Even though the names are slightly different, these can be categorized into 2 different groups: WinCE and Windows Mobile.

All of OS and SW support is depend on your service pack that is made by contract. Please contact your M3 sales manager for getting to know about Support plan and service package.

	Windows OS	Android OS
OS or Security Patch update	Annually or when it needs update	AER Devices: Every 3months
		Non GMS and GMS without AER: Every 4months
Period of support	Until EOL(End of Life)	Until EOL + 2years

*AER : Android Enterprise Recommended by Google.

4.1 Microsoft OS in General

4.1.1 Windows CE

Windows CE is an operating system developed by Microsoft for minimalistic computers and PDA that was developed from the beginning rather than a trimmed-down version of desktop Windows. It supports Intel X86 and its compatible products, MIPS, ARM, Hitachi SuperH processor.

Windows CE is optimized for devices that have minimal storage such as PDAs or mobile devices. A distinctive feature of Windows CE compared to other Microsoft operating systems is that large parts of it are offered in source code form.

First, source code was offered to several vendors, so they could adjust it to their hardware. Then products like Platform Builder (an integrated environment for Windows CE OS image creation and integration, or customized operating system designs based on CE) offered several components in source code form to the general public. The '.NET' was named after until Windows CE ver 4.2, but its title has been changed to Windows Embedded CE from ver 5.0. Now Windows CE ver 6.0 RC2 is released.

4.1.2 Windows Mobile

Windows Mobile, called a pocket PC, is a mobile operating system developed by Microsoft that was for use in mobile devices. It is based on the Windows CE 5.2 kernel.

This OS system has been developed as adding user interface which is suitable for mobile

environment. Plus to basic functions, it contains several applications such as Office Mobile, Connection Manager and Phone program.

4.1.3 WinCE vs WM

Windows Mobile, developed based on Windows CE, is a package of MS solutions to use in every Windows Mobile devices. Unlike Windows CE, Windows Mobile is provided to specific developers who pass a certain test to maintain this feature. In other words, Windows CE is a box of several kinds of Lego blocks but Windows Mobile is a product made by these Lego blocks.

4.2 Android OS

Android OS has two categories named as **GMS(Google Mobile Services)** and **Non GMS**. M3 support Android OS directly to the customer with google for using Enterprise business. It means M3 provide all of Android OS and Google supporting.

4.2.1 GMS

Normally, this is for using some of APP like google map, play store and so on. But now day Google support Enterprise business and it called as Android For Works or Android EMM. This full of services need GMS certification from Google.

4.2.1 Non GMS

If Customer want to use Only Android OS without Google Services, Non GMS OS is possible for using. This OS do not contain any Google Apps and Android EMM. For Example Customer have all of application and system that is running in Android OS without Google Services, Customer can choose Non GMS OS.

* If you have Special Request in your business, you can request special inquiry to your sales manager or Technical support manager from M3 Mobile.

Mail to it@m3mobile.co.kr, sales@m3mobile.co.kr, sales_eu@m3mobile.co.kr